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## TEST INFORMATION GUIDE

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Support Service Worker** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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### I. WRITTEN INSTRUCTIONS

**(28 Questions)**

Employees in this job usually receive their duty assignments in written form. To be successful in this position you must be able to read and comprehend written instructions and carry out those instructions with minimal supervision. This section of the exam assesses your ability to read, comprehend and follow written instructions. Test question topics include:

- Instructions regarding food service operations are presented with questions referring back to the instructions;
- Instructions regarding janitorial and maintenance procedures are presented with questions referring back to the instructions.

### II. EMPLOYEE RELATIONS

**(28 Questions)**

Employees in this job have duties which are best accomplished by a team. In order for the facilities in which they work to be clean, safe and attractive, many employees must cooperatively work together. For example, employees are expected to help one another when their assigned tasks are complete. This section of the exam tests your knowledge of interpersonal skills crucial to team work in a facility setting. Test question topics include:

- Techniques to use to enhance working relationships with other staff;
- Following established workplace procedures;
- Effectively relating to difficult individuals encountered on the job.